

High Performing Network Product FAQs;

Q. What does it mean for me right now?

- In Western Pennsylvania, commercial members in high performing narrow network products such as Community Blue Flex or Connect Blue are in a high-quality lower cost plan. Members in these products will have access to some, but not all, UPMC facilities and doctors on July 1st, 2019. This is very similar to your access prior to the negotiation of this new agreement.
- Certain services (like exception hospitals and some community oncology services) will be in-network. See list below.
- Other facilities and services (like Hillman and Passavant) will remain be out-of-network after July 1. See list below.
- As more details become clear there will be specific outreach to you in order to clarify how this decision affects you.
- Please see the attached grid for additional product details.

Q. What does this mean for emergency department (ED) protections?

- In an emergency situation, you should always go to the closest emergency room. As part of the agreement between Highmark and UPMC, there is a negotiated cost and reasonable out of network rates that will be accepted as payment in full (thus protecting you from balance billing). Any follow up care coordinated with in-network facilities and providers would also be considered in-network. Please contact us for any questions you may have to ensure that your follow up care is with in-network providers. Highmark can also help to provide you with information on when you may want to consider using urgent care or your in-network provider's office for more urgently needed care.

Q. What about Children's Hospital?

- The new agreement includes a 10-year extension of Children's Hospital contract for 10 years starting on July 1, 2019 including oncology and all affiliated pediatric practices.

Q. What about Western Psychiatric Institute and Clinic?

- The new agreement includes a 10-year extension of Western Psychiatric Institute and Clinic starting on July 1, 2019.

Q. What does this mean to community hospitals?

- Highmark Health is committed to its strategy of community-based, close-to-home care for its members and patients. Community hospitals will continue to play an important role in serving the needs of our members and patients going forward. A contract with UPMC does not change that.

Q. Will all of the planned AHN projects in the community continue?

- Absolutely. Our plans will continue. We have made commitments to building an AHN community-focused network that will reinvent health care for consumers. We are committing to driving change in how care is delivered at the community level.

Q. Will this change Highmark's strategy in investing in AHN and other health systems?

- Not at all. We are focused on doing what's right for our members and the community. Competition in health care will help drive lower costs, higher quality and innovations in care.

Q. Which UPMC Hospitals do I have access to?

- Prior to the negotiated contract, your plan would have provided very limited access to UPMC doctors or hospitals. You will now have in-network access to a number of UPMC doctors and hospitals after July 1, 2019. The UPMC hospitals and other providers listed below will be in-network for you starting July 1:
 - UPMC Altoona
 - UPMC Bedford
 - UPMC Cole
 - UPMC Horizon
 - UPMC Jameson
 - UPMC Kane

- UPMC Northwest
- UPMC Somerset
- Western Psychiatric Institute and Clinic of UPMC
- Children's Hospital of Pittsburgh of UPMC (including oncology and all affiliated pediatric practices)
- Doctors affiliated with the Hospitals listed above

Q. Which UPMC Joint Ventures do I have access to at Community Hospitals?

- The UPMC hospitals and other providers listed below will be in-network for you:
 - Butler Health System Medical Oncology
 - Butler Health System Radiation Oncology
 - Excela Arnold Palmer Cancer Center – Greensburg (Medical & Radiation Oncology)
 - Excela Arnold Palmer Medical Oncology - Mt. Pleasant
 - Excela Arnold Palmer Medical Oncology – Norwin
 - Grove City Medical Oncology
 - Heritage Valley Radiation Oncology - Moon
 - Heritage Valley Radiation Oncology - Beaver
 - John P. Murtha Regional Cancer Center - Johnstown (Radiation Oncology)
 - The Regional Cancer Center – Erie (Radiation Oncology)
 - St. Clair Cancer Center
 - IRMC Cancer Center
 - UPMC Cancer Center at UPMC Horizon Medical & Radiation Oncology Center
 - UPMC Cancer Center at UPMC Northwest
 - UPMC Hillman Cancer Center - Altoona (Medical & Radiation Oncology)
 - UPMC Hillman Cancer Center - Beaver (Medical Oncology)
 - UPMC Hillman Cancer Center - Greenville (Medical Oncology)
 - UPMC Hillman Cancer Center - Johnstown (Medical Oncology)
 - UPMC Hillman Cancer Center - Moon (Medical Oncology)
 - UPMC Hillman Cancer Center – New Castle (Medical Oncology)
 - UPMC Hillman Cancer Center - Uniontown (Medical Oncology)
 - UPMC Hillman Cancer Center - Washington (Medical Oncology)
 - UPMC Hillman Cancer Center - Windber (Medical Oncology)
 - UPMC Uniontown Hospital Radiation Oncology
 - Washington Health System Radiation Oncology
 - Doctors affiliated with the Hospitals listed above

Q. Which UPMC Hospitals remain out of network?

- The hospitals listed below will remain out-of-network after July 1st:
 - Magee-Women's Hospital of UPMC
 - UPMC East
 - UPMC Mercy

- UPMC McKeesport
- UPMC Passavant
- UPMC Presbyterian Shadyside
- UPMC St. Margaret
- UPMC Hamot
- **UPMC Hillman Cancer Centers;**
 - Mary Hillman Jennings Radiation Oncology at UPMC Shadyside
 - The Mario Lemieux Center for Blood Cancers
 - UPMC Hillman Cancer Center at Magee-Womens Hospital of UPMC
 - UPMC Hillman Cancer Center at UPMC East
 - UPMC Hillman Cancer Center at UPMC Hamot
 - UPMC Hillman Cancer Center (West 12th Street, Erie)
 - UPMC Hillman Cancer Center at UPMC McKeesport
 - UPMC Hillman Cancer Center at UPMC Mercy
 - UPMC Hillman Cancer Center at UPMC Natrona Heights
 - UPMC Hillman Cancer Center at UPMC Passavant McCandless
 - UPMC Hillman Cancer Center at UPMC Passavant North
 - UPMC Hillman Cancer Center at UPMC St. Margaret
 - UPMC Hillman Cancer Center in Bethel Park
 - UPMC Hillman Cancer Center in Monroeville
 - UPMC Hillman Cancer Center in Shadyside
 - UPMC Hillman Cancer Center in West Mifflin
- Doctors affiliated with the Hospitals listed above